

IMPLEMENTING ELECTRONIC HEALTH RECORDS LESSONS LEARNED

The Prince George's County Health Department
Sexually Transmitted Disease (STD) Control
Program Experience

Gwen Anderson, Public Health Program Chief
2013 STD Update
Howard County Maryland June 5, 2013

OBJECTIVES

■ Describe

- challenges and
- benefits

of implementing an electronic health record (EHR) system into a public health STD Clinic

■ Identify

- Opportunities
in EHR utilization

WEBCHART:

The Prince George's County
Health Department (PGCHD)
Electronic Health Record (EHR)


Transition to Electronic Health Records (EHR)

Prince George's County Health Department Log On - Windows Internet Explorer

https://webchartnow.com/pgchd/webchart.cgi?func=logout Medical Informatics Engineering, Incorporated... Bing

File Edit View Favorites Tools Help

★ Favorites Prince George's County Health Department Log On

 webchart

Prince George's County Health Department

Log On

Username:


Password:

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Medical Informatics Engineering, Inc. (MIE)
Confidentiality and Non-Disclosure Agreement

You are about to access patients' protected health information (PHI). The system should only be accessed by authorized users. By logging in and accessing PHI, you acknowledge that you are doing so in accordance with HIPAA and your organization's policies and procedures. Access is monitored and you will be held accountable for any activity on your login.

Organizational information may include, but is not limited to, financial, patient identifiable, employee identifiable, intellectual property, financially non-public, contractual, of a competitive advantage nature, and from any source or in any form (i.e. paper, magnetic or optical media, conversations, film, etc.), may be considered confidential. Information's confidentiality and integrity are to be preserved and its availability maintained. The value and sensitivity of information is protected by law and by the strict policies of your organization. The intent of these laws and policies are to assure the confidential information will remain confidential through its use, only as a necessity to accomplish your organization's mission.

 mie

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start 4 Internet Explorer EHR Web Shots - Micr... Microsoft PowerPoint ... 5:40 PM

PGCHD EHR-WebChart

(Prince George's County Health Department) - User: (Anderson, Gwen, RN, Nurse Supervisor) - Windows Internet Explorer

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File Edit View Favorites Tools Help

McAfee

Stromberg Enterprise - eSup... (Prince George's County ...

orders(3119) User: Anderson, Gwen, RN, Nurse Supervisor - Administrator

Administrator Welcome

Sample Patient Demo

Take our **Sample Patient Demo** for a test run before you get started.

Try it!

Subscription Info

COMING SOON Visit the **MIE Store** to get more out of your WebChart system.

You can also view, update, or cancel your subscription below.

My Account

ADMIN GET STARTED

Admin features

Learn more about Admin:

- SureScripts
- Lab Interfaces
- NoMoreClipboard Patient Portal
- Faxing
- Add a Physician
- Add a User

Latest News

Join us at HIMSS13 in NOLA -- Come visit us at Booth #1241 and follow us on Facebook and Twitter to stay on top of HIMSS13 and more. [read more...](#)

MIE Names New Executive Vice President -- Matt Hohman Joins MIE as Executive Vice President, General Counsel and Corporate Secretary. [read more...](#)

Maryland Health Dept. Moves To WebChart -- Prince George's County (Largo, Maryland) Launches Integrated EHR and PHR [read more...](#)

Documentation / Video

New to WebChart? Here you will find the WebChart **workflow** and helpful **video tutorials**.

Watch it!

Select Modules

Patient Search

Meaningful Use

[Detail Search](#) | [Document Search](#) | [Opt-In](#)

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PGCHD EHR News

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Prince George's County Health Department Implements Integrated EHR and PHR System

Largo, MD – January 23, 2013 – Prince George's County Health Department is deploying a new electronic health record (EHR) system and Personal Health Records (PHRs) to further its goals of improved efficiencies in patient care and management.

The Largo, Maryland-based public health department is implementing WebChart EHR from Medical Informatics Engineering, Inc. (MIE) and an integrated PHR from NoMoreClipboard across all 25 of its clinics in three divisions – women's health, epidemiology and mental health. The first phase of the project was deployed in December 2012 with additional functionality being added in early 2013.

"We have always taken a progressive approach to healthcare," said Ernest Carter, MD at Prince George's County Health Department. "Our goal is to use health information technology as a way to improve efficiencies across the entire department which in turn, will lead to reduced costs and improved quality of care for all patients."

Prince George's County's EHR system will be used for appointment scheduling, registration and medical record documentation. The health department also plans to integrate the WebChart solution with Personal Health Records from NoMoreClipboard that will enable patients to collect and store their complete health history, and allow them to communicate electronically with their physicians.

"The PHR from NoMoreClipboard is an automatic extension of the EHR," said Barbara Banks-Wiggins, IT Project Manager at Prince George's County Health Department. "Not only will it help patients better manage their healthcare, but it will give physicians a comprehensive view of all patient data available to improve the gaps that often exist between hospital-based and office-based care."

The Prince George's County Health Department is working with ZaneNet Connect on this project. ZaneNet Connect is a Maryland-certified management service organization that helps healthcare providers select and implement health IT solutions and connect to Maryland's health information exchange.

Over 30 physicians, serving 12,855 patients, will have access to the EHR / PHR solution.



Find out how easy EHR can be with WebChart.

Try it now for free.



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CASE STUDIES

NEUROLOGICAL

About Medical Informatics Engineering (MIE)

Internet 100%

PGCHD Electronic Health Record

- Web based

- accessed via internet

- Created from a primary care perspective

- vs a public health perspective

- Targeted services

- Targeted Information

- Sexual history

EHR - WebChart

■ Phase I - December 3, 2012

- Implemented Phase I of WebChart to replace the old electronic data base/medical record system that was based on paper medical records and manual data entry that had been in use since 1986

■ Phase I

- Scheduling Appointments &
- Patient Registration in WebChart

PGCHD EHR - WebChart

■ Phase II - March 11, 2013

– Implementation of Phase II –

- all STD clinical services documented in one system-WebChart
- Discontinued use of ICIS (old system) and use of paper medical records/charts
- All clinical documentation entered electronically
- Labs orders entered electronically
- Onsite Lab Results entered / Offsite Results scanned into system

PGCHD WebChart EHR

Clinical Documentation

- Family History
- Social History
- Medical History
- Past Procedures or
– surgeries
- Presenting Medications
- Immunizations
- Pregnancy History
- Allergies/Intolerances
- Vitals

The screenshot displays the PGCHD WebChart EHR interface within a Windows Internet Explorer browser window. The browser's address bar shows the URL <https://webchartnow.com/pgchd/webchart.asp>. The page header identifies the user as "Anderson, Gwen, RN, Nurse Supervisor" and the patient as "Test, Gwen" with a date of birth of "01-01-1989". The patient's MRN is "MIE-10029". The interface includes a navigation menu with tabs for "Back to Chart", "Reason for Visit", "HIV Eligibility", "Social History", "Pregnancy History", "Past Medical History", "Past Procedures", "Family History", "Allergies / Intolerances", "Presenting Medications List", "Vitals", and "HPI". The "Social History" tab is currently selected. The form contains the following fields and options:

- Smoking status:** ☐ Current every day smoker ☐ Current some day smoker ☐ Former smoker ☐ Never smoker ☐ Smoker, current status unknown ☐ Unknown if ever smoked
- Language:**
- Race:** ☐ White ☐ African American ☐ American Indian / Alaskan ☐ Asian ☐ Hawaiian / Pacific Islander ☐ Other ☐ Patient Declined to Answer
- Ethnicity:** ☐ Hispanic or Latino ☐ Not Hispanic or Latino
- Sex at Birth:** ☐ M ☐ F
- Country of Birth:**
- Living With:**
- Relationship:**
- Length of Time at Address:**
- Employment/Means of Support:**
- Employment Telephone:**
- How long:**
- Emergency locating:**
- Alcohol:** ☐ Yes ☐ No ☐ Rarely
- Drug Use:** ☐ Yes ☐ No
- IV Drug Use:** ☐ Yes ☐ No

The "Pregnancy History" section is also visible, with fields for "G:" , "P:" , and "AB:" . At the bottom, there are fields for "Full Date of Birth", "Type of Delivery", "Lbs", "Ozs", and "Sex". The browser's status bar at the bottom shows the time as 4:39 PM.

WebChart Medical Record

WebChart Medical Record - Patient Information Form

DATE: 11-28-2012 VIS TYPE: STD Exam | STD Exam | View STD Exam |

Back to Chart Reason for Visit HIV Eligibility Social History Pregnancy History Past Medical History Past Procedures Family History Allergies/Intolerances Presenting Medications List Vitals IPI Physical Exam On Site Lab Results Impression Plan Patient Education Billing Save Incomplete Save Incomplete & View Note Complete Archive & Close

Reason for Visit

0.6 Free Test 0.1 FU test, no complaints 0.2 Here for c/o 0.3 Here for consultation for 0.4 Here for hospital follow up for

EPI Contact ☐ Yes ☐ No Comments To Chlamydia

Voluntary Contact ☐ Yes ☐ No Comments

Asymptomatic ☐ Yes ☐ No Comments

Symptomatic ☐ Yes ☐ No Comments

Reactor ☐ Yes ☐ No

GC/POS ☐ Yes ☐ No

T.O.C. ☐ Yes ☐ No

Tub ☐ Yes ☐ No

MPC/NIG ☐ Yes ☐ No

Follow Up ☐ Yes ☐ No

HIV Eligibility

HIV eligible ☐ Yes ☐ No

Pretest counseled ☐ Yes ☐ No

Test accepted ☐ Yes ☐ No

WebChart Medical Record - Patient Information Form

DATE: 11-28-2012 VIS TYPE: STD Exam | STD Exam | View STD Exam |

Back to Chart Reason for Visit HIV Eligibility Social History Pregnancy History Past Medical History Past Procedures Family History Allergies/Intolerances Presenting Medications List Vitals IPI Physical Exam On Site Lab Results Impression Plan Patient Education Billing Save Incomplete Save Incomplete & View Note Complete Archive & Close

Social History

Smoking status: ☐ Current every day smoker ☐ Current some day smoker ☐ Former smoker ☐ Never smoker ☐ Smoker, current status unknown ☐ Unknown if ever smoked

Language: English

Race: ☐ White ☐ African American ☐ American Indian / Alaskan ☐ Asian ☐ Hawaiian / Pacific Islander ☐ Other ☐ Patient Declined to Answer

Ethnicity: ☐ Hispanic or Latino ☐ Not Hispanic or Latino

Sex at Birth: ☐ M ☐ F

Country of Birth: UNITED STATES

Living With: ☐ Spouse ☐ Partner ☐ Family ☐ Alone

Relationship: ☐ Spouse ☐ Partner ☐ Family ☐ Alone

Length of Time at Address:

Employment/Status of Support:

Employment Telephone:

How long:

Emergency location:

Alcohol: ☐ Yes ☐ No ☐ Rarely

Drug Use: ☐ Yes ☐ No

IV Drug Use: ☐ Yes ☐ No

Pregnancy History

G: P: AB:

Full Date of Birth: Type of Delivery: Lbs: Ozs: Sex:

WebChart Medical Record - Past Medical History Form

DATE: 11-28-2012 VIS TYPE: STD Exam | STD Exam | View STD Exam |

Back to Chart Reason for Visit HIV Eligibility Social History Pregnancy History Past Medical History Past Procedures Family History Allergies/Intolerances Presenting Medications List Vitals IPI Physical Exam On Site Lab Results Impression Plan Patient Education Billing Save Incomplete Save Incomplete & View Note Complete Archive & Close

Past Medical History

☐ No Known History

Infectious Disease History:

☐ Yes ☐ No Chlamydia

☐ Yes ☐ No Gonorrhea

☐ Yes ☐ No Trichomoniasis

☐ Yes ☐ No TB Exposure

☐ Yes ☐ No HPV

☐ Yes ☐ No Hepatitis

☐ Yes ☐ No Syphilis

☐ Yes ☐ No Hepatitis

☐ Yes ☐ No HIV

☐ Yes ☐ No PID

Description Name Date of Onset Date Concluded Comments Add

Past Procedures

☐ No Known Past Procedure

Operation Date Notes Add

Family History

WebChart Medical Record - Presenting Medications List Form

DATE: 11-28-2012 VIS TYPE: STD Exam | STD Exam | View STD Exam |

Back to Chart Reason for Visit HIV Eligibility Social History Pregnancy History Past Medical History Past Procedures Family History Allergies/Intolerances Presenting Medications List Vitals IPI Physical Exam On Site Lab Results Impression Plan Patient Education Billing Save Incomplete Save Incomplete & View Note Complete Archive & Close

Presenting Medications List

☐ No Medications

Drug Name Dosage Sig

Start Date Disc Date

Reason Managed By Add

Vitals

Vitals From: ☐ Data ☐ Manual

Observation Date/Time: 06/02/2013 04:59pm

Height in Weight lbs Comments BMI Comments

Blood Pressure mmHg BP Site BP Position Comments

Resp Temp Comments Head Circ Comments

Pulse Pulse Site Comments Exertion Comments

PGCHD WebChart

■ Challenges cont'd

- No Disease Investigation Module
 - Field Investigations, Partner Service Interviews, Reporting Requirements
 - Use of two (2) systems- WebChart & MIS System
- Reports Modules Incomplete
- Encounters Incomplete
- Additional Customization Needed

PGCHD Electronic Health Record

■ Benefits

- Registration
 - Scanned ID
 - Photo ID
- Appointment system
 - Ability to schedule advance appointments
 - Staff can make, view and edit appointments
- Electronic forms & documents
- All Health Department Clinics/Programs utilize one system
- Access to system available offsite

WebChart

(Prince George's County Health Department) - User: (Anderson, Gwen, RN, Nurse Supervisor) - Windows Internet Explorer

https://webchartnow.com/pgchd/webchart.cgi Medical Informatics Engineering, Incorporated... Bing

File Edit View Favorites Tools Help

★ Favorites ★ maryland.gov Suggested Sites Free Hotmail Web Slice Gallery

(Prince George's County Health Department) - User: (...)

Orders(3110) DOB: 01-01-1989 Name: Test, Gwen MR: MIE-10029 User: Anderson, Gwen, RN, Nurse Supervisor - Administrator

Patient Summary Patient Registration Appointments Consents Current Allergies/Medications Orders Lab Results Diagnostic Reports Histories Injections/Immunizations

OB Flow Observations/Flowsheets (21) Medical Record Encounters Document Summary (2) CRISP HIE Case Manager Mental Health

| Add New Physician | Print Chart | Add Appt | Add Task | Add Order | Email | Prescribe | | Add Document | Select Modules

Demographics

Test, Gwen
1000 Hospital Drive
Cheverly, MD 20785
Home #: (301) 386-3150
Cell #: (240) 508-3333
Email: gtest@yahoo.com
Age: 24, Birthdate: 01-01-1989

CLICK TO ADD PHOTO

Warnings & Alerts

Guideline Alerts

- The patient is past due for a Meningococcal injection [Dismiss](#)
- This patient is past due for a MMR injection [Dismiss](#)
- This patient is past due for a Varicella injection [Dismiss](#)
- This patient is past due for an Annual Pap Exam. [Dismiss](#)

Quick Links

- [Add Appt](#)
- [Add Task](#)
- [Add Phone note](#)
- [Add Order](#)
- [Email](#)
- [Add "Meaningful Use" Visit](#)
- [Add ACOG Encounter](#)
- [Add GYN Initial](#)
- [Add GYN Office Visit](#)
- [Add HIV GYN Office Visit](#)
- [Add HIV Intake](#)
- [Add HIV Risk Assessment](#)
- [Add HIV Seropositive Clinic Enc](#)
- [Add Mental Health Assessment](#)
- [Add Nurse Encounter](#)
- [Add Nutritional Assessment](#)
- [Add Office Visit - Initial](#)
- [Add Office Visit - Follow Up](#)
- [Add Refugee Health Assessment](#)
- [Add SOAP Note](#)
- [Add Spirituality Assessment](#)
- [Add STD Exam](#)
- [Add TB Examination](#)
- [Prescribe](#)
- [Print Chart](#)
- [Add Insurance](#)
- [Add ID Card](#)

Patient Portal

A NoMoreClipboard.com account is not linked to this patient.

[Post Summary](#)
Post a Summary to NoMoreClipboard.com

Unreconciled Summaries
[Document ID](#) [Service Date](#)

Labs

Service Date	Doc Type	By
--------------	----------	----

Vitals

Allergies

Internet 40%

start (Prince George's Cou... 4:22 PM

WebChart-Opportunities

- Patient e-access to records/portal for patients
- Appointment reminders
- Enhanced coordinated care w/in Health Department
- Awareness of other Health Issues
 - E-Referrals
- E-prescriptions
- Interface with other systems (i.e. DHMH laboratory, Disease Investigation/Case management & reporting systems)
- Billing Capabilities



IT IS ALL ABOUT PATIENTS & PATIENCE



QUESTIONS

